Xcally Plans – Cloud Move UAE.

	VOICE	VOICE ADVANCE	DIGITAL	VOICE + DIGITAL
Agent softphone (phone bar/webrtc)	✓	✓		✓
Omnidesktop Interface	✓	✓	✓	✓
1 Admin Access per server*	✓	✓	✓	✓
Silver Support	✓	✓	✓	✓
CHANNELS				
Voice	✓	✓		✓
SMS			✓	✓
Email			✓	✓
WhatsApp			✓	✓
Web chat			✓	✓
Fax			✓	✓
Open channel			✓	✓
Social Messaging			✓	✓
Telegram			✓	✓
X			✓	✓
Viber			✓	✓
Line			✓	✓
Facebook			✓	✓
Instagram			✓	✓
Microsoft Teams			✓	✓
IVR Channels	✓	✓		✓
Channel Sessions			✓	✓
FEATURES				
Contact Manager	✓	✓	✓	✓
Outbound Dialer		✓		✓
Scripting tool (Jscripty)		✓		✓
Screen Recording		✓		✓
Agent Profile Package	✓	✓	✓	✓
Visual IVR System (Cally Square)	✓	✓		✓
Flow Routing	✓	✓	✓	✓
Internal Messenger	✓	✓	✓	✓
Analytics & Report	✓	✓	✓	✓
CRM systems Integration	✓	✓	✓	✓
Ticketing systems Integration	✓	✓	✓	✓
APP Zone	✓	✓	✓	✓
API Integration	✓	✓	✓	✓